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# Example of Consumer Representative Job Description

Our growing company is searching for experienced candidates for the position of consumer representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for consumer representative

* Excel in detailed level troubleshooting to mitigate Cost of Failure (COF)
* Serve as an information resource to internal customer
* Provide continual closed loop feedback to Field Sales Engineer, Engineering, Quality, Marketing, and Sales continue to improve product and service offering
* Flex as a resource for Consumer Service
* Observe consumer survey and feedback operations providing appropriate best practice responses
* Answers incoming participant phone calls and emails professionally and within outlined SLA standards
* Documents all participant communication within applicable systems
* Meets or exceeds all outlined quality standards
* Creates service requests for assistance from various internal departments
* Proactively identifies potential issues and assists with resolution when needed

## Qualifications for consumer representative

* Results-driven and entrepreneurial approach to attaining goals
* Must show patience, empathy and maturity toward others
* Typing WPM 50 words per minute • Filing • Telephone System • Data Entry • Document Control • Faxing • Copying
* 1 -2 Years’ experience preferred in consumer/ FCRA related environment
* Basic knowledge and understanding of the dispute and resolution process for all Insurance and BGS products preferred
* 6 months of sales experience working in a call center